

Library Programming Assistant

Definition

The Library Programming Assistant is a dynamic and highly organized individual with excellent interpersonal and communication skills. This position integrates responsibilities of daily library operations with programming initiatives. The assistant helps ensure the library runs efficiently, supports patrons' needs, and fosters community engagement through creative and educational programs.

Responsibilities and Duties Include

Customer Assistance and Library Services:

- A. Welcome and assist patrons in locating and using library materials and services.
- B. Provide reader's advisory, reference assistance, and technical support to patrons.
- C. Issue library cards, check out materials, and handle returns, fines, and donations.
- D. Troubleshoot basic technology issues, including library computers and copiers.
- E. Maintain the library's organization through shelving, shelf-reading, and catalog maintenance.
- F. Handle loans between libraries and ensure accurate book placement.
- G. Answer inquiries in person, over the phone, and via email with a high level of customer service.

Programming and Community Engagement:

- H. Plan, coordinate, and implement age-appropriate programs and activities for children, teens, and adults.
- I. Assist with program set-up, clean-up, and promotion through displays and outreach.
- J. Collaborate with staff and the director to develop new programming initiatives based on community needs.
- K. Promote library services and events through community engagement and outreach efforts.
- L. Provide instruction in digital literacy and assist patrons with technology use.
- M. Evaluate program success and refine initiatives for continuous improvement.
- N. Cultivate relationships with community members and local organizations to foster partnerships.

Organizational and Administrative Support:

- O. Assist with special projects, grants, and administrative tasks as assigned.
- P. Prepare the library for opening and closing duties.
- Q. Participate in staff meetings and professional development opportunities.
- R. Prepare exhibits and seasonal displays, maintaining a visually engaging library environment.
- S. Other duties as assigned.

Knowledge, Skills, and Abilities:

- Strong knowledge of library services, programming, and general operations.
- Excellent written and verbal communication skills.
- Fluent computer literacy, including knowledge of library catalogs, databases, and digital tools.
- Ability to organize and prioritize tasks, multitask effectively, and pay attention to detail.
- Exceptional customer service skills, including tact and professionalism with difficult patrons.
- Ability to work independently and collaboratively with a team.

Qualifications:

- High school diploma or equivalent required; previous library experience strongly preferred.
- Experience in program planning and community outreach preferred.
- Proficiency with computer applications, including Word, Google Drive, and basic troubleshooting.

Physical Requirements:

- Ability to lift up to 20 pounds and push/pull book carts.
- Prolonged periods of sitting, standing, and reaching at various heights.
- Ability to read and discern computer screens and book labels.